

BOARD OF DIRECTORS

MINUTES

AREA AGENCY ON AGING OF WESTERN MICHIGAN

September 25<sup>th</sup>, 2023

Area Agency on Aging of Western Michigan Office  
3215 Eaglecrest Drive NE, Grand Rapids MI 49525

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UNIT OF GOVERNMENT	MEMBERS PRESENT	MEMBERS ABSENT
ALLEGAN COUNTY	Mark DeYoung Stuart Peet	
GRAND RAPIDS, CITY	Lisa Knight	Jane DeVries
IONIA COUNTY	Edna Albert	Larry Tiejema
KENT COUNTY	Carol Hennessy Nancy Nielsen	
LAKE COUNTY	Kristine Raymond	Marilyn Burns
MASON COUNTY	Ron Bacon Kim Halladay	
MECOSTA COUNTY	Sharon Bongard	Bill Routley
MONTCALM COUNTY	Ron Baker Chuck Hazekamp	
NEWAYGO COUNTY	Richard Fitzpatrick	Kenneth DeLaat
OSCEOLA COUNTY	Tim Michell Dawn Montague	

**Staff Present:** Kendrick Heinlein, Scott Russett, Cassie Caple, Julie Wagner, Sabrina Minarik, Sheri Harris, Laura Dobrzelewski, Jessica Torpey

**Guests Present:** Barb Hazlett – AAAWM Advisory Council Chairperson; Ashley Ellsworth – ACLS Field Representative

**I. Roll Call and Agenda Approval**

Treasurer Ron Bacon called the meeting to order at 1:33 pm.

Item E was stricken from the agenda-Julie Wagner was listed to present twice.

Stuart Peet moved, and Dawn Montague seconded the approval of the Agenda. Motion carried.

**II. Minutes of the July 24<sup>th</sup>, 2023 Meeting**

Barb Hazlett moved and Dawn Montague seconded the motion to approve the July 24<sup>th</sup>, 2023 Minutes with the above addition. Motion carried.

**III. Mission Moment:** Scottville Area Senior Center (*video*)

**IV. Reports**

**A. Advisory Council Report**

Barb Hazlett, Advisory Council Chair, gave a report from the last Advisory Committee Meeting. CFO, Scott Russett attended their meeting with balance sheets and a summary of AAAWM's liability and equity. AAAWM recently signed a letter alongside the Coalition of Human Needs, 4AM and other organizations advocating for a Continuing Resolution to be passed by the Federal Government. Changes to the Advisory Council bylaws are coming to support new Operating Standards based on legislative guidance. The group is continuing to watch and support current advocacy efforts. New advocacy efforts for FY24 will be coming soon for the BOD to review.

**B. Financial Reports**

Scott Russett, CFO reviewed the following reports:

Report 5 – Summary Expense Report – 85.9% through budget for the fiscal year. The budget is tracking very well, Scott has no concerns at this time. There is a large unallocated amount showing as of now to make up for ARPA funds that will be rolled over to FY24. The OAA budget is 85% spent, if you take out the large, unallocated amount previously mentioned. KCSM is 76% spent, it does track one month behind. If lag time is factored in, the line-item tracks at 85% which is right where Scott would like to see it.

**The FY2024 budget was reviewed with the following points noted:**

In preparing the FY2023 budget, Finance used a three-year average. To prepare for the FY2024 budget, they factored in actuals from this year and met with department heads to get a more precise picture of what to expect. Scott fielded questions from the Board of Directors around wages and salaries, Veterans program, processes for Federal and State funding, and more.

**Action Item:** Chuck Hazekamp made a motion to approve the suggested FY2024 Operating Budget. Lisa Knight seconded, and the others approved the motion. Motion carried.

There was discussion amongst the Board regarding support in forming a Financial or Budget sub-committee to have a better understanding of what is being presented at each meeting, checks and balances, etc. AAAWM will look to form a Budget sub-committee for FY25's budget.

### **C. Older Americans Act and NSIP Funding Changes**

Cassie Caple, VP of Contract Services and Program Development, presented on final recommended FY23 OAA Funding/NSIP allocations and answered questions from the Board. These funds cannot be carried over to FY24, and always come in September. Most of the money requested is coming from unallocated funds to help meet needs our partners are seeing. Some counties are seeing an increase in the grab-n-go meals as a preference over congregate meal sites.

**Action Item:** Chuck Hazekamp made a motion to approve the suggested OAA NSIP Funding Recommendations. Sharon Bongard seconded, and the others approved the motion. Motion carried.

### **D. Quality Assurance Overview**

Julie Wagner, Compliance & Quality Improvement Manager introduced herself and her department, including support staff. This included a brief overview of AAAWM's program evaluations/audits including KCSM, ACLS, AQAR, CQAR and NCQA reviews. Julie and her team are currently on week seven of the CQAR audit which assures compliance and is comprised of 139 standards of measure. These audits include record reviews, administrative reviews, home visits follow-up reports and more. Julie is working with her team to define patterns of where the agency can make improvements-in the initial stages of her review, she sees opportunities in our electronic medical record database/record keeping and additional monitoring that could be done. Last year, for the record review, AAAMW scored 90.12% and for the home visit side of the review, the agency scored 99.64% which are both above the State Average.

### **E. DEI and RideLink Update**

Sabrina Minarik, Contract Administrator & DEI Advisor, shared updates on the RideLink transition and efforts of the DEI Committee. Overall, there have been both pros and cons to the RideLink call center moving from The Rapid over to Hope Network. Due to call volume, Hope Network implemented a new phone system. A bilingual staff member has also been added to the roster to answer phones as a benefit to those in need. Numbers of those served overall seem to have increased over the past year. Regarding DEI efforts, the recent survey of AAAWM staff proved that most staff feel connected to the agency. Ongoing initiatives will continue to consider opportunities for fully remote staff to find connection points with each other and back to the agency. The agency was awarded a grant to translate resources into three languages. October 7<sup>th</sup> is Ageism

Awareness Day with DEI putting a focus around efforts to get the word out and celebrate this important date.

#### **F. 2024 Needs Assessment Update**

Sheri Harris, Director of Advocacy & Planning introduced the 2024 Needs Assessment. The Needs Assessment Committee provided direction over the questions on the survey and worked with our PR/Marketing department to compile their feedback into the final product. They are meeting after the BOD meeting to finalize a plan for getting the survey into as many hands as possible. October 6<sup>th</sup> the survey will go live. The data from the survey will give the agency a strong baseline to measure our impact and make informed decisions going forward. Sheri urged the Board of Directors to not only review the document but participate by taking the survey themselves.

#### **G. AAAWM Advisory Council Re-Appointments**

Sheri Harris, Director of Advocacy & Planning asked the Board of Directors to appoint the recommended members to the Advisory Council. The newly elected members would have a term ending in 2025 and the reelected members through 2026.

**Action Item:** Dawn Montague made a motion to approve the suggested Advisory Council appointments. Sharon Bongard seconded, and the others approved the motion. Motion carried.

#### **H. CEO's Report**

Kendrick Heinlein, CEO provided the following updates:

Format for 2024 BOD Agenda-Kendrick sought input from the Board on what they want to see/hear/need to have their time and expertise be most beneficial to them and the agency. The following feedback was given from the Board for consideration:

- Define acronyms in the moment and give regular reminders about the tool in the Board Manual listing acronyms frequently referenced
- Continue to give one paragraph explanations on programs, initiatives, and background on action items
- Provide more insight into Financials since they are reviewed monthly-potentially through developing a Budget or Financial Committee
- Look at ways to provide continued BOD education after the Annual Orientation (5-10 minutes each meeting was one example given)
- BOD Teambuilding
- Define what is needed from the BOD-once they know this piece, they may have a better understanding on what they need to know/learn
- Updates on demographic changes in each of the regions we serve to better inform decision making


#### IV. Other

- A. Bureau of Aging, Community Living and Supports Comments:** Ashely Ellsworth, ACLS Field Representative provided the following updates:
- ACLS reviewed Annual Implementation Plans (AIP) with the State Commission on Aging in August and September. AAAWM's AIP was approved at the August meeting.
  - Information was given about Advisory Council Standards, which are out for public comment.
  - Ashley provided an update on processes that are being worked on if the Federal Government shuts down, due to not passing a budget.
  - Ashley provided an update on Carryout Meals.

**B. Public Comments: None**

- C. Next Meeting Date:** Treasurer Ron Bacon stated the next Board of Directors meeting will be on October 23<sup>rd</sup>, 2023 at the AAAWM building. The meeting adjourned at 3:09 p.m.

  
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Jessica Torpey, Recorder

  
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Carol Hennessy, Secretary